Job Description – Recreation Craftsperson (PB6b)

Job summary

Moors Valley country park & forest is situated on the Hampshire / Dorset border and is part of the South Forest district, which manages some 46,000 hectares of the nation's forests across West Sussex, Surrey, Berkshire Hampshire, Isle of White, Dorset and South Wiltshire. The area receives over 20 million day visits each year and operates two major Forest Centres at Moors Valley and Alice Holt.

Moors Valley country park receives nearly one million of these visits, who are attracted by our fantastic range of facilities including play equipment, cycle and walking trails, Go-Ape, events and much more. The site is run in partnership with Dorset Council, working together to ensure the success of the site as a whole. The majority of services are provided through business partners, volunteers and stakeholders; however key programmes such as play, cycling, site entry, facility maintenance are led by Forestry England.

This role is a key member of the Forestry England Moors Valley team and we are looking for someone who can work with drive and motivation to improve the site, with a focus on delivering a high-quality visitor experience. As a recreation craftsperson, this team member will be focused on maintaining the site and its many facilities and providing excellent customer service. The role requires weekend working on a rota system.

Key responsibilities & accountabilities

- Promote enjoyable visits to the site by ensuring a clean, safe and welcoming environment for visitors.
- Inspect and maintain recreation facilities, such as formal play structures, walking and cycling trails to a high standard and in line with District and National policies.
- Carry out a range of practical maintenance tasks throughout the forest estate. This includes reporting of fly-tipping, litter picking, maintenance of vegetation and tree safety inspections and resumptions.
- Form good working relationships with key stakeholders and external partners (e.g. Go Ape and Dorset Council) and maintain good communications to enable the site to run smoothly, and improve customer experience.
- Assist in the operation and maintenance of the car parking ANPR system
- Help to maintain and develop safe facilities whilst balancing recreational activity with other forest activities.
- Work a 7 day rota (37 hours per week) to help the team deliver all year round staff cover and keeping the site operational. You will be expected to work regular weekends and public holidays.
- Provide front of house service to visitors, assisting them by providing information about the park in a friendly and accurate manner. Be part of a team managing first aid incidents and finding lost children within the park.
- Support the team in any emergency procedures subject to appropriate training.
- Work closely with volunteers to ensure they have a safe and positive experience in line with our volunteer management processes.
- Engage in events and bespoke trails to drive visits and engagement with the environment. And any other tasks, reasonably requested by your line manager.

Skills, knowledge & experience

Essential professional and technical experience

- Good understanding of health and safety best practice relating to working in a forest or public access site.
- Have experience of dealing with customers or visitors face to face in a professional and friendly manner.
- An understanding of the role that effective communications play within team work and also in dealings with the public.

- Experience of woodland management, groundwork, or site maintenance with ability to use a wide range of hand tools.
- Experience in tree safety inspections and recreation site inspections.
- Basic computer skills with competence in the use of MS Office applications.

Desirable professional and technical experience

- Experience in a public-facing role.
- Experience in working with volunteers and groups.
- Experience in tree felling and use of chainsaws.

Qualifications

Essential

- Full driving license.

Desirable

- Training and certificates in chainsaw, clearing saw, brush cutter, strimmer and other machine use.
- 4 x 4 Driver training
- Experience working with volunteers